



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for Filing Period 7/1/2009 to 9/30/2009
Tracking Number 3063

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.06	0.06	0.06	0.06
C. Repair Office Answer Time Section 730.510(b)(1)	0.10	0.13	0.09	0.11
D. Business or Customer Service Answer Time Section 730.510(b)(1)	0.06	0.05	0.10	0.07
E. Percent of Service Installations Section 730.540(a)	93.57 %	94.63 %	98.14 %	95.89 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	81.69% *	69.46% *	74.80% *	75.51% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	7.24 *	8.68 *	6.52 *	7.48 *
H. Percent Repeat Trouble Reports Section 730.545(c)	19.60 %	25.37% *	16.56 %	21.04% *
I. Percent of Installation Trouble Reports Section 730.545(f)	13.20 %	12.26 %	8.05 %	11.16 %
J. Missed Repair Appointments Section 730.545(h)	172	179	199	183
K. Missed Installation Appointments Section 730.540(d)	80	158	180	139

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$1,538.62	\$707.41	\$592.20	\$2,838.23
B. Number of credits issued for repairs - 24-48 hours	103	92	84	279
C. Number of credits issued for repairs - 48-72 hours	14	21	14	49
D. Number of credits issued for repairs - 72-96 hours	7	5	11	23
E. Number of credits issued for repairs - 96-120 hours	9	1	3	13
F. Number of credits issued for repairs > 120 hours	11	2	0	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$644.00	\$239.00	\$495.00	\$1,378.00
B. Number of installations after 5 business days	13	5	6	24
C. Number of installations after 10 business days	1	0	0	1
D. Number of installations after 11 business days	0	0	2	2
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$15,630.00	\$14,895.00	\$5,470.00	\$35,995.00
B. Number of customers receiving credits	317	306	737	1360
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

Will add comments at a later date.